

IDAHO INDUSTRIAL COMMISSION


STRATEGIC PLAN

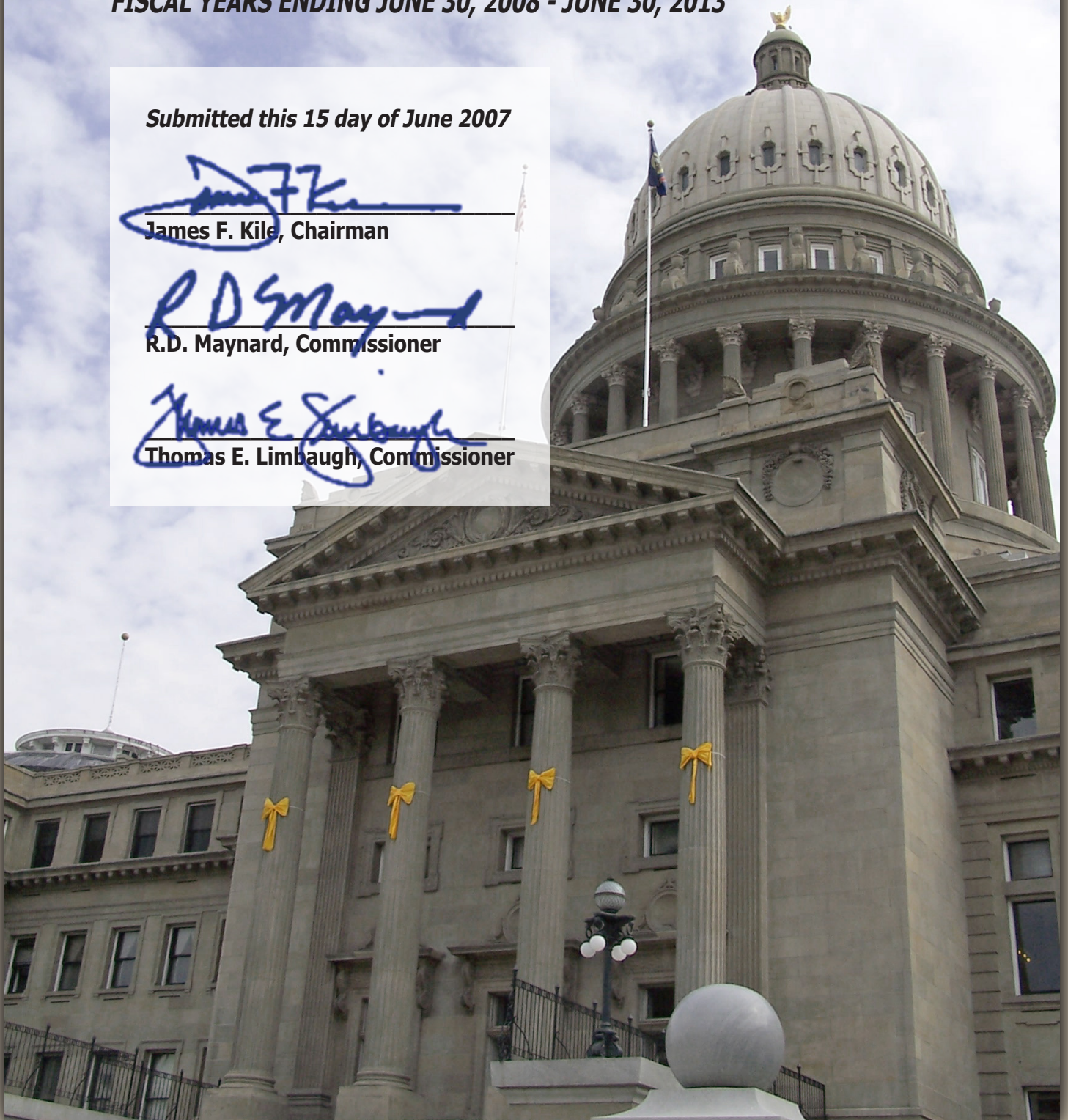
FISCAL YEARS ENDING JUNE 30, 2008 - JUNE 30, 2013

Submitted this 15 day of June 2007


James F. Kile, Chairman


R.D. Maynard, Commissioner


Thomas E. Limbaugh, Commissioner



INTRODUCTION

The Idaho Industrial Commission's strategic plan is designed as a working document. The agency recognizes that circumstances will change during the term of this plan, which may create a need for revised objectives, strategies, and measures. As a result, the agency intends to periodically re-evaluate this plan.

The need for a strategic plan for the workers' compensation system and crime victims' compensation program is essential to ensure that both are meeting the needs of the Idahoans they serve. The Industrial Commission will continue its dedicated effort to communicate regularly with constituents, industry representatives, members of the legislature, and other interested parties as a means of ensuring the agency's goals and objectives are executed equitably, efficiently, and effectively.

As part of the strategic planning process for the agency, the Industrial Commission develops an annual business plan. The business plan identifies current key issues the agency is facing, and the specific plans to address those issues. The business plan can be found on the Industrial Commission's website at:

www.iic.idaho.gov/about_the_iic/business_plans/08_bp.pdf

VISION

Working to create a regulatory and service oriented environment recognized for its professionalism, impartiality, and effectiveness in administering Idaho's Workers' Compensation Law and the Crime Victims' Compensation Program.

MISSION

To impartially and efficiently administer Idaho's Workers' Compensation Law in a manner that ensures compliance with insurance requirements, prompt and accurate benefit payments, equitable judicial review and dispute resolution, and outstanding vocational rehabilitation services for injured workers.

To provide timely upper level judicial review of decisions issued by the Idaho Department of Labor under Idaho's Employment Security Law.

To assist innocent victims of crime in recovering from the traumatic effects of crime by providing financial assistance, and community education in accordance with state and federal laws.

VALUES

The Idaho Industrial Commission is committed to providing quality services to the people of Idaho impacted by the Workers' Compensation, Employment Security, and Crime Victims' Compensation Laws. We recognize our duty to be impartial and equitable in our decisions, and to maintain ethical practices and behavior.

The Commission understands that the quality of its services are only as good as the employees it develops to administer those services. The Commission is committed to providing an atmosphere that encourages initiative and professional development, and recognizes both individual and departmental success.

KEY EXTERNAL FACTORS

- Economic conditions of Idaho's business industry can cause the Commission's revenues to rapidly increase or decrease requiring constant adjustments and changes in agency operations.
- The aging workforce has a two-prong impact on Commission operations: First, it requires the need for ongoing succession planning within the agency, and second, the older workforce is statistically more prone to incur more frequent and severe workers' compensation claims.
- Rapidly increasing population and urbanization, and expanding culturally diverse communities have resulted in a significantly greater need for Commission services.
- Special interest groups representing the many facets of workers' compensation and legislative changes can significantly impact the functions of the Idaho Industrial Commission.
- The escalating costs and complexity of medical services for workers' compensation injuries impacts the workers' compensation system.
- The vibrant statewide economy has made it more difficult for the state compensation and benefit package to compete with private industry in recruiting qualified employees.
- Budgetary constraints proposed by the federal government can result in state and federal funding levels becoming insufficient to meet the increased demand for crime victim services.

ADJUDICATION DIVISION

Function: Ensures the timely processing and resolution of disputed workers' compensation claims and medical fee disputes; provides an alternative method of resolving disputes through mediation; provides judicial review of unemployment insurance appeals from the Idaho Department of Commerce & Labor; hears appeals from determinations made by the Crime Victims Compensation Program.

Goals	Objectives/Strategies	Measurements
<ul style="list-style-type: none"> • Provide timely, equitable, and consistent resolution of disputes arising out of workers' compensation, unemployment appeals, and crime victims' compensation cases. 	<ul style="list-style-type: none"> • Issue workers' compensation decisions within an average of sixty (60) days following the date a case goes under advisement. • Successfully resolve ninety percent (90%) of mediated issues. • Issue ninety percent (90%) of decision for upper-level unemployment insurance appeals within forty (40) days following receipt of appeal. • Increase external customer satisfaction with adjudication and mediation processes. • Reduce the period of time between the filing for hearing and the actual hearing. 	<ul style="list-style-type: none"> • Monthly review of case management reports, show department is meeting performance objectives. • Positive customer feedback. • Positive input from the Industrial Commission's Advisory Committee. • Less than ten percent (10%) of workers' compensation decisions appealed to the Idaho Supreme Court.
<ul style="list-style-type: none"> • Establish a medical fee schedule that meets the needs of all parties involved in Idaho's workers' compensation system. 	<ul style="list-style-type: none"> • Research other states and national studies regarding similar rules. • Evaluate findings and recommendations of contractor vendor hired to provide information on the medical fee schedule. • Receive input from the public and special interest groups on draft rule. 	<ul style="list-style-type: none"> • Workers' Compensation premiums are stable. • Average time loss for injured workers maintains current level or is reduced.

COMPENSATION DIVISION

Function: *Evaluates insurance carriers requesting to write workers' compensation insurance and employers requesting to become self-insured; ensures adequate securities are on deposit with the State Treasurers Office to cover outstanding awards; enforces the insurance requirements of the Idaho Workers' Compensation Law; and ensures that workers' compensation benefits are paid properly and timely.*

Goals	Objectives/Strategies	Performance Measures
<ul style="list-style-type: none"> • Improve the exchange of information between internal and external customers. 	<ul style="list-style-type: none"> • Enhance the public's access to information and understanding of the Commission's roles and responsibilities through a user-friendly website. • Establish a link to NCCI's coverage verification service to provide online claims administrator information. • Develop an electronic document management system for Commission records. • Implement a mandatory electronic record reporting requirement. 	<ul style="list-style-type: none"> • Statistical and research information available on the Commission's website by 2009. • Positive feedback from customers. • Tracking page views and time spent on the Commission's website. • Number of hits (contacts) on the Employer Coverage Verification system. • Link to NCCI established by July 1, 2008. • All records reported electronically by 2010.
<ul style="list-style-type: none"> • Enhance informational and educational opportunities for the public regarding Idaho's Workers' Compensation Law and programs offered by the Commission. 	<ul style="list-style-type: none"> • Continue to provide training and outreach programs on the insurance requirements of Idaho's Workers' Compensation Law. • Increase the offerings on the Certified Idaho Workers' Compensation Specialist (CIWCS) Program statewide. • Conduct an annual workers' compensation seminar for workers' compensation professionals. 	<ul style="list-style-type: none"> • Conduct trainings for accountants and insurance agents throughout Idaho. • Review of training program evaluations. • Demand for training, and the number of trainees in attendance. • CIWCS Program passes eighty-five percent (85%) of participants.

REHABILITATION DIVISION

Function: Assists injured workers in maximizing their medical recovery while facilitating an early return to employment, which is as close to the worker's pre-injury status and wage that can be obtained.

Goals	Objectives/Strategies	Performance Measures
<ul style="list-style-type: none"> • Provide outstanding rehabilitation services to injured workers in the state of Idaho. 	<ul style="list-style-type: none"> • Determine client's eligibility for services on a timely basis. • Evaluate the physical demands of the time-of-injury position, and submit information to medical providers. • Assist employers in retaining a well-trained work force. • Minimize the effects of work place injury by returning workers to pre-injury wages. 	<ul style="list-style-type: none"> • Time from referral to determination of eligibility for services is less than ten (10) days. • Return sixty percent (60%) of cases to pre-injury employment. • Monthly monitoring of the <i>Goal Oriented Performance Report</i>. • Rehabilitated workers maintain at least ninety percent (90%) of their pre-injury status and wage.
<ul style="list-style-type: none"> • Increase the number of injured workers that are referred for vocational services. 	<ul style="list-style-type: none"> • Increase community awareness of services to employers and medical providers. • Continue to shorten the period of time-loss of injured workers through facilitating a timely and successful return to work. • Increase successful rehabilitations to injured workers. • Maximize communication of services on Commission's website and publications. 	<ul style="list-style-type: none"> • Review percentages of referrals from each group through the <i>Breakdown by Referral Source Report</i>. • Monitor the <i>Rehabilitation Monthly Performance Indicator Report</i> for the number of cases rehabilitated after providing services. • Review monthly <i>Time in Status Report</i> to determine time taken to move a case through each status and document successful return to work. • Meet annually with referral sources for input on services.

CRIME VICTIMS' COMPENSATION PROGRAM

Function: Provides financial assistance to victims of crime for health care and related expenses that are incurred as a result of criminally injurious conduct. The program also pays for sexual assault forensic examinations authorized by law enforcement.

Goals	Objectives/Strategies	Performance Measures
<ul style="list-style-type: none"> • Enhance and diversify funding sources to meet increased demand for services, and provide long term financial stability. 	<ul style="list-style-type: none"> • Increase funding mechanism by raising fines on in-state criminal convictions. • Enhance recovery efforts through the acceptance of credit cards, garnishment of wages and accounts, and the seizure of assets. 	<ul style="list-style-type: none"> • Misdemeanor fines increased to fifty dollars (\$50) per conviction by FY 2009. • Felony fines increased to one-hundred dollars (\$100) per conviction by FY 2009. • Sexual related offense fines increased to four-hundred dollars (\$400) per conviction by FY 2009. • The addition of a full time employee (FTE) for recovery. • Increase restitution recovery by twenty five percent (25%) by FY 2009. • Accept credit card payments for fines by end of calendar year 2008.
<ul style="list-style-type: none"> • Respond effectively to increases in demand for victims' services, and community education programs. 	<ul style="list-style-type: none"> • Enhance outreach activities and community presence. • Identify alternative medias to promote community/public education opportunities. 	<ul style="list-style-type: none"> • Review of monthly and annual management reports to evaluate timeliness of responding to requests for services and other statistical data. • Successful approval of a full time employee (FTE) for supervisory and enhancement of outreach activities.

Goals	Objectives/Strategies	Performance Measures
<ul style="list-style-type: none"> • Pro-actively administer benefits available in an efficient, timely, and customer friendly manner. 	<ul style="list-style-type: none"> • Increase productivity for processing requests for services by: <ul style="list-style-type: none"> - Enter incoming applications, supporting documentation, and claim information on a timely basis. - Reduce time spent gathering supporting documentation from law enforcement and prosecutors. - Complete timely review of applications for eligibility. • Provide proactive services to recipients to ensure utilization of services. • Utilize technology to streamline internal processes and increase productivity. 	<ul style="list-style-type: none"> • Collect supporting documentation within forty five (45) days from receipt of application. • Program eligibility is determined within thirty (30) days from receipt of supporting documentation. • Review of monthly case management reports. • Claimant surveys to evaluate efficiency and effectiveness of services. • Positive input from service providers and referral services. • Benefit utilization is maintained at seventy percent (70%). • Automate requests for supporting documentation from law enforcement and prosecutors by end of calendar year 2007.